

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

SENIOR CUSTOMER SERVICE SPECIALIST

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Senior Customer Service Specialist is the third level in a four level Customer Service series. Incumbents are responsible for performing complex public assistance, order processing, cashiering, and clerical accounting activities. Incumbents also serve as a lead worker to other Customer Service staff.

The Senior Customer Service Specialist is distinguished from the Customer Service Specialist by its responsibility for making work assignments, overseeing the work of others, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor. The Senior Customer Service Specialist is distinguished from the Customer Services Supervisor, which has first-line supervisory responsibilities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Serves as a lead worker to other employees, which includes: prioritizing and assigning work; determining completion of work; and, training staff on work methods.	Daily 20%
2.	Processes complex customer account queries and service requests via computerized service/work orders to various service divisions, ensuring compliance with applicable City policies and procedures and a positive customer experience; closes out service/work orders upon completion.	Daily 20%
3.	Prepares statistical operational reports related to customer service matters.	Daily 10%
4.	Participates in developing procedures and monitoring compliance associated with processing and following up on service/work requests and billing activities.	Daily 10%
5.	Researches and analyzes customer complaints and/or other applicable issues; recommends appropriate resolution based on findings.	Daily 10%
6.	Performs a variety of routine clerical activities, which includes: photocopying, sending and receiving faxes, filing, processing incoming and outgoing mail, and/or performing other related activities.	Daily 5%
7.	Monitors and maintains office inventory, supplies, petty cash, and/or materials.	Daily 5%

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE- QUENCY
8.	Performs audits of service/work order requests, billing and payment processing activities, or business application processing to verify proper handling; implements appropriate corrective measures when problems are identified.	Weekly 10%
9.	Prepares a variety of written correspondence to customers regarding account status or information, including demands for payoff.	Weekly 10%
10.	Performs other duties of a similar nature or level.	As Required
11.	May troubleshoot and maintain databases	As Required

Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and two years of related experience as a Customer Service Specialist is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Typing Certificate

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Principles, policies, practices and operations in assigned area of responsibility;
- Office procedures, principles, practices and equipment;
- Mathematical concepts;
- Financial recordkeeping procedures and methods;
- Research methods;
- Analytical methods and techniques;
- General bookkeeping;
- Proper grammar, punctuation and spelling.

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Skills (position requirements at entry):

Skill in:

- Prioritize and assigning work, detail oriented and ability to multi-task
- Training employees in proper work methods
- Providing customer services
- Keyboarding
- Conducting audits of processes in assigned area of responsibility
- Resolving service work/ order discrepancies and requests for service
- Preparing and performing mathematical calculations
- Handling multiple tasks simultaneously
- Applying researching methods
- Preparing financial, technical, and administrative reports
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Using computers and applicable software applications
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, and talking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

NOTE:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

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Reviewed by the City of Fresno

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